

Agency Admin. Meeting Thursday, November 7th, 2019

GETTING TO KNOW YOU!

What's Your Favorite Holiday?

AGENDA

AGENDA

- COC Coordinated Assessment UPLIFT Updates
- HMIS Newsletter
- Special Guest Speaker: Beatriz Orozco & Ingrid Granados
 Amigos De Guadalupe Center for Justice and Empowerment
- Customization of HMIS Feature Enhancements
- Report Updates
- Federal Reports: System Performance Measures
- Reminders
- Next Months Meeting

CoC Coordinated Assessment UPLIFT Updates

UPLIFT UPDATES

As of 11/6/19 there are 201 (Two-Hundred one) Oct-Dec'19 quarter stickers left for this quarter.

- Reminder to all providers: Before making your request, check your client's HMIS ROI (Release of Information) to ensure it is valid
- Remember to email the UPLIFT email address, once a correction is made to prevent delays.
- Pooled-Sticker period has started. All remaining stickers will be offered to all Agencies, first comes first served.
 - Please do NOT pre-date or back-date the referral. Enter the date as you are physically in front of the computer to enter or update our clients' information.
 - Please follow step by step instructions starting on page 16 of <u>UPLIFT User Handbook</u>.
 - If you received an email for Allocation Limit, please do the following to complete your UPLIFT requests:
 - 1. If you request for an UPLIFT Pass via New Enrollment
 - a. Update your client's UPLIFT Program Enrollment date to or after 11/1/19
 - 2. If you request for UPLIFT Pass via Status Assessment
 - a. Update your Client's UPLIFT Status assessment date to on or after 11/1/19

UPLIFT UPDATES

- Replacement period has started. Please do NOT pre-date or back-date the referral.
 - Please follow step by step instructions starting on page 19 of the Handbook.
 - Please remember to email **UPLIFT@hhs.sccgov.org** the reason(s) for a replacement request or it won't be processed.
- Bad Example email detailing reason client lost badge:
 - "Hello, Client, HMIS# ABCDEFG lost their badge and needs a replacement thank you"
- Good Example email detailing reason client lost badge:
 - "Client, HMIS# ABCDEFG came to the office stating that his bus pass was stolen on MMDD.
 He is currently homeless and stated that he got really tired and fell asleep in the park and when he woke up his belongings were stolen including his bus pass. He and I explored different options including getting him a lanyard or a badge holder to prevent re-occurrence."
- Last day of the Oct-Dec'19 quarter is Dec 12th, 2019. Jan-Mar'20 Quarter begins Dec
 13th

HMIS Newsletter

HMIS NEWSLETTER



2020 Data Standards

Report Updates for 2020 Data Standards and More

Data Quality Check - How to Review Missing Data

New Resources: ROI Frequently Asked Questions, Name Change Requests and Office Hours

Report Spotlight: [EXIT-101] Potential Exits

Upcoming Events



Amigos de Guadalupe

Center for Justice & Empowerment

"Connecting resources to people"

Special Guest Speaker: Beatriz Orozco & Ingrid Granados

SPECIAL GUEST SPEAKER



CONTACT INFORMATION

Address: 1897 Alum Rock Ave., #35, San Jose,

CA 95116

Phone: (408)341-6080

Email: info@amigoscenter.com

HOURS: M-F: 9:00am - 5:00pm

Website: https://www.amigoscenter.com/

OUR VISION

We envision a vibrant Mayfair community of engaged families who influence and co-create opportunities for thriving lives.

OUR MISSION

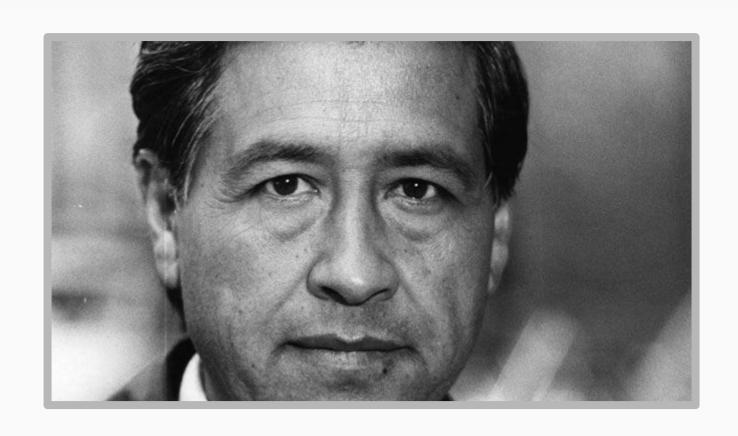
Amigos de Guadalupe creates a vibrant, self-sustaining Mayfair community by ensuring that the basic needs of our community and families are met, delivering high-quality educational programs, and activating and mobilizing for advocacy.

CONNECTING RESOURCES TO PEOPLE

Amigos de Guadalupe Center for Justice and Empowerment ("Amigos") was born out of a vision to break the cycle of poverty in the neighborhood comprising Our Lady of Guadalupe Parish. The Parish has been a strong and stable presence in the Mayfair community since 1952 when it was first established as a mission.

ONCE SOCIAL CHANGE BEGINS, IT CANNOT BE REVERSED. YOU CANNOT UNEDUCATE THE PERSON WHO HAS LEARNED TO READ. YOU CANNOT HUMILIATE THE PERSON WHO FEELS PRIDE. YOU CANNOT OPPRESS THE PEOPLE WHO ARE NOT AFRAID ANYMORE. WE HAVE SEEN THE FUTURE, AND THE FUTURE IS OURS.

(CESAR CHAVEZ)



VISION

We believe that education is our right and the great equalizer, empowering all children and families to access lifelong opportunity.

MISSION

Amigos de Guadalupe advances conditions for learning by helping local families meet their basic needs.

WHY MAYFAIR?

- San Jose's Mayfair community is one of the most poverty-stricken neighborhoods in Santa Clara County
- Many Mayfair residents work in low-wage jobs and are unable to access government aid due to their immigration status
- Majority of households have inadequate food and poor overall nutrition
- Due to the extreme lack of affordable housing, it is not uncommon for entire families to live in a single bedroom or garage
- Only 14% of children are kinder-ready and
- 70% of third graders read below grade-level, while only
- 2% of graduating seniors will continue on with university studies

EDUCATION

Reader Leader Program

Program supports academic achievement for elementary and middle school students, throughout the academic school year.

The program provides standard academic instruction and homework support, designed to strengthen children's basic English, reading, and math skills, while providing them with a rich, high quality curriculum based on California's Common Core Standards.

SUMMER CAMP

Summer Under the Sun

Low cost summer school program focused on reading and math. Filled with weekly field trips to places like the Tech Museum.

<u>Summer Under the Sun is meant to decrease academic regression that</u> <u>often happens over summer break.</u>







ADDITIONAL EDUCATION PROGRAMS

- Local High School Volunteers
- Graduation Mass
- College Scholarship Program
- Mentoring Program



IMMIGRATION

Amigos Offers the Following Services

- Attorney On-site
- Legal Clinics
- Family Based Petitions
- DACA Renewals
- Citizenship- N-400
- Know Your Rights Workshops
- Rapid Response Network



CITIZENSHIP CLASSES

Purpose: To prepare students to take both the oral and written examinations for U.S. Citizenship examination by

- Engaging students in wide-ranging exercises simulating official Citizenship interviews
- Students following a workbook with lessons in
 - American History
 - Geography
 - Civics

HOUSING

We believe individuals and families in transition must be able to access basic need services in order to

- Find long term housing
- Assure that our youth educational goals are not disrupted by using a 2gen approach

HOUSING CONTINUED

Amigos de Guadalupe housing services include

- Housing Coaching Sessions
- One time Security Deposit
- Temporary "Winter Faith
 Collaborative" Shelter
- Case Management
- Family Plan



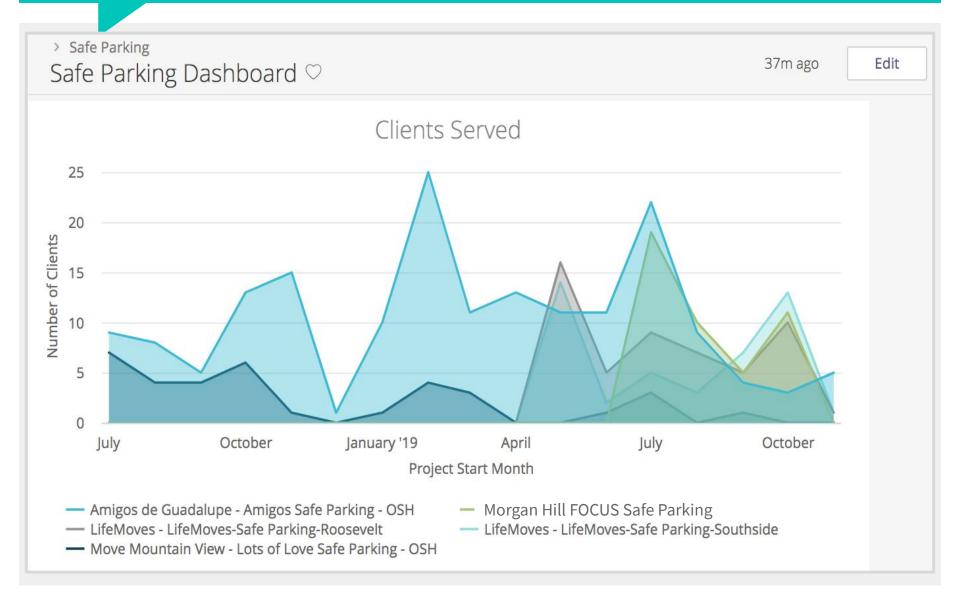
SAFE PARK

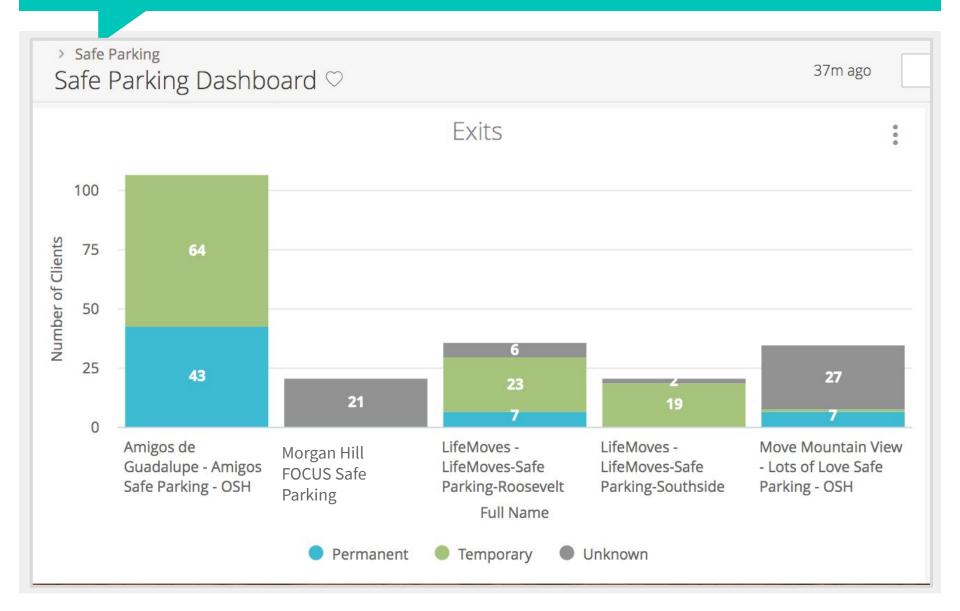


THANK YOU!



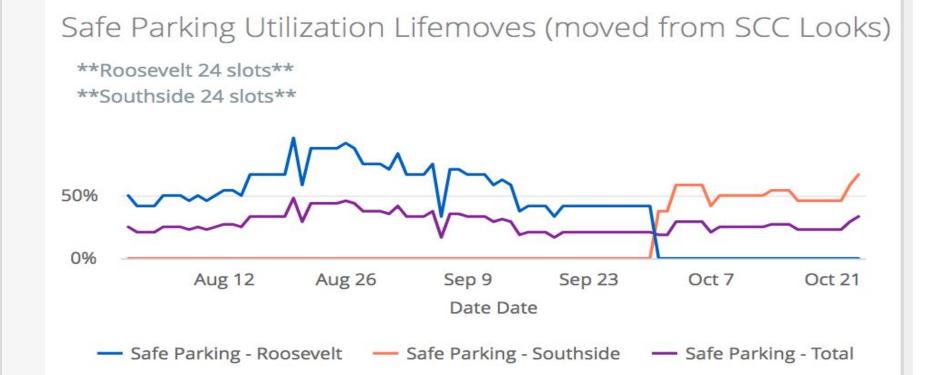
SAFE PARKING DATA



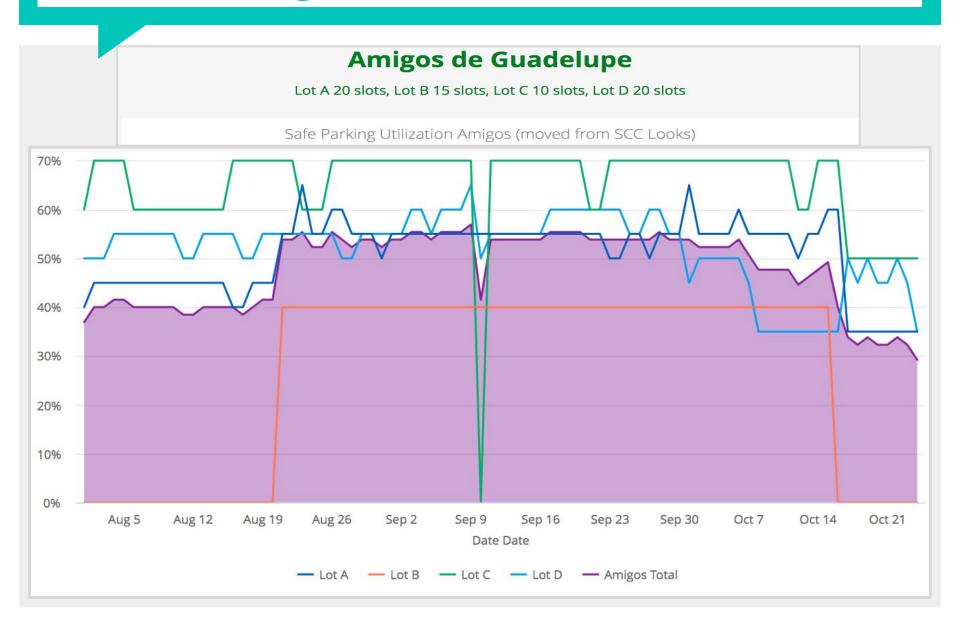


LifeMoves

Roosevelt 24 slots, Southside 24 slots





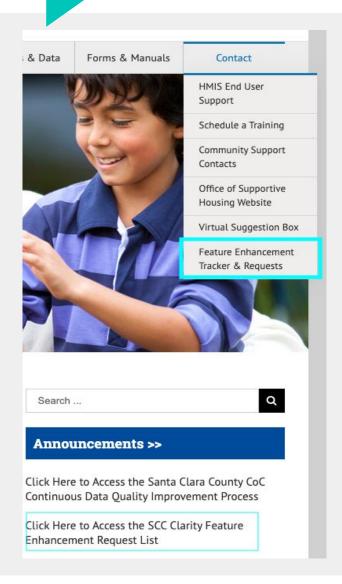


Customization of HMIS Feature Enhancements

HMIS FEATURE ENHANCEMENTS

Date	Venue	Request	
9/12/19	CAWG	Staff contact information in HMIS	
9/12/19	CAWG	Notification of alert for the person who touched the client last	
9/27/19	Outreach Meeting	ISP case management functionality	
9/27/19	Outreach Meeting	Automated refer to queue button	
9/27/19	Outreach Meeting	Alerts for incongruent changes	
9/30/19	CCP Meeting	Looker dimension to compare the change in income category b/t entry/status/exit	
10/3/19	Agency Admin Meeting	When a full social is reported have the quality field information default to full social reported	
10/3/19	Agency Admin Meeting	Ability to run a canned report once and export separate reports at agency and program level	
10/10/19	OSH UPLIFT	Automatic end date added to previous ROI when uploading new ROI	
10/10/19	PMWG	Custom field to record and address after entering a move-in date on the enrollment screen	
10/16/19	DEW	Allow for just one date entry on the case management service	
10/16/19	DEW	PDF option for drill down export	

HMIS FEATURE ENHANCEMENTS





Report Updates

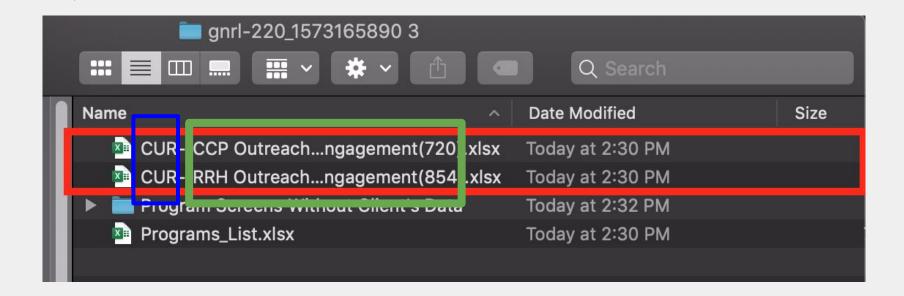
REPORT UPDATES

UPDATED HUD Reports	OTHER Updated reports	
[HUDX-225] HMIS Data Quality Report [FY 2020]	*[GNRL-220] Program Details Report [2019] This report now includes the <u>new current living situation assessments</u>	
[HUDX-228] ESG CAPER [FY 2020]	[HSNG-104] Monthly Housing Report Updated to pull inventory information from program screens	
[HUDX-227] Annual Performance Report [FY 2020]	[HSNG-105] Weekly Housing Census Updated to pull inventory information from program screens	
[HUDX-224] PATH Annual Report [Oct 2019 Update]	[DQXX-107-AD] SHP-HMIS Report This report will be updated to pull inventory information from program screens and also updated to current standards by 11/1/2019	
[HUDX-223-AD] HUD System Performance Measures	[CLNT-125] Client Summary	
[HUDX-111] HUD CSV / XML Program Data Export CSV Version 2020.1.6 - Updated and ready for use XML - Specifications from HUD received on Friday, 10/4. Beta version is prepared, but still being reviewed Please note: RHY and SSVF repository will use CSV version 2020.1.6 for November and beyond reporting	* Use [GNRL 220] for Current Living Situation information	

REPORT UPDATES

Reports in PROGRESS	Reports Pending Updated HUD Specs	RETIRING Reports
[HUDX-123-AD] Housing Inventory (HIC) <i>Updating the HIC to work with</i> 2020 data standards is scheduled to be complete by 11/15	*[HUDX-233] Client-Level System Use & Length of Time Homeless Report	[HSNG-101] Housing Census [Service Based] This report will be retired on 11/1/2019
[HUDX-230-AD] Shelter Count PIT PIT should be completed by 11/15	[HUDX-231] LSA Export	Please use [HSNG-108] Housing Census [Program Based] for the most accurate housing census <u>information</u>
*[CLNT-127] Homeless Status Timeline <i>Updates are in progress</i>	* Reports will be updated to include data from Current Living Situation Assessment	

[TRAINING] County: OSH REPORT LIBRARY PREVIEW REPORT LIBRARY Program Based Reports > [GNRL-220] Program Details Report [2019] Choose... Project Type(s) All **Emergency Shelter** Transitional Housing PH - Permanent Supportive Housing (disability required) Services Only Street Outreach **Program Status** All Programs Program(s) Choose... All Casa 80 ICM Services Only Client Engagement INACTIVE SCC MHD - MHSA Bella Terra - Community Solutions Leigh Avenue Senior Apartments Minimal Street Outreach Screen Type **Current Living Situation Enrollments Active Enrollments** 25 - _/_/___ Report Date Range Report Output Format Zip with XLSX



The <u>Current Living Situation</u> Assessment will export into spreadsheets by program (**red** box).

Programs with CLS assessments recorded will have a "CUR" prefix (blue box) next to the program name (green box).

<u>The GNRL-220 Program Details Report</u> exports all enrollment information and profile information for the client. Information regarding Current Living Situation assessment will appear in columns V- AC of the spreadsheet.

А	В		С	D					E F			G			
Unique ID	First Name	Last	Name		Ą	gency			Assigned Staff	Sta	ff Created	Enrollm	t Start Date		
D50442C84 D50442C84 8EA455E29	Betty	Cro	ocker ocker (han	[TRAIN	NING	i] County: i] County: i] County:	OSH	ł	Janel Fletcher Janel Fletcher Janel Fletcher	Jane	el Fletcher el Fletcher el Fletcher	10	2019 2019 2019		
А	Н			I		J			K			L		М	
Unique ID	Enrollment Exit D	ate	Chronic	Homeless	Housing Service H			Ho	using Service Start D	Housing Se	ervice End D	ate	ate DOB		
D50442C84 D50442C84 8EA455E29				N N									07/01/1907 07/01/1907 02/03/1975		
Α	N	0		Р		Q	R		S	S		Т		U	
Unique ID	SSN	Person	nal ID	Household	ID	Gender Race		е	Ethnicity		Veter	/eteran Status		te of Contact	
D50442C84 D50442C84	092-83-4509 092-83-4509	1224 1224		638117 638117			nale White		Client doesn't know			No No	10/11/2019 10/11/2019		
8EA455E29	452-45-2443	1224		638115		Female	Asia	_	Non-Hispanic/Non-Latino		0	No	10/11/2019		

Α		V			W								
Unique ID		Current Living Situation Living Situation Verified By											
D50442C84		Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)											
D50442C84 8EA455E29		Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) Residential project or halfway house with no homeless criteria											
Α		X											
Unique ID)	Is client going to have to leave their current living situation within 14 days? Has a subsequent resid											
D50442C8	4												
D50442C8				No									
8EA455E2	.9	Yes No											
Α		Z AA											
Unique ID	Doe	es individual or family have resources or support networks to obtain other permanent housing?	Has the client h	ad a lease or ownership interest in a permar	ent housing unit in the last 60 days?								
D50442C84													
D50442C84 8EA455E29		No											
Α	A AB		AC										
Unique	ue ID Has the client moved 2 or more times in the last 60 days?		Location	Details									
D504420	C84												
D50442	C84			In front o	of CVS								
8EA455	E29	Yes Walgreens on 17th a											

Federal Reports: System Performance Measures

FEDERAL REPORTS: New Calendar

Federal Reports are coming! HUD released a new Federal Reporting Calendar this year.

Annual Reporting Submission	Calendar					
System-wide Report	Open Date	Completion Date				
FY 2019 System Performance Report submission in Homelessness Data Exchange (HDX) 1.0	Mid October, 2019	February 28, 2020				
FY 2019 LSA Preparatory Work with HMIS Software Providers	Mid November, 2019	Mind March, 2020				
2020 Housing Inventory Count (HIC) and Point-in-Time (PIT) submission in HDX 1.0	Mid March, 2020	April 30, 2020				
FY 2019 LSA Submission in HDX 2.0	Mid March, 2020	Mid May, 2020				
FY 2019 LSA Data Cleaning and Confirmation in HDX 2.0	Mid May, 2020	Mid July, 2020				

FEDERAL REPORTS: SPM REVIEW

System Performance Measures due February 28th, 2020

HUD requires communities to measure their performance as a coordinated system and annually report that in the form of HUD System Performance Measures.

The federal fiscal year (October 1 to September 30) for its reporting periods.

System Performance Measures:

- Measure 1: Length of Time Persons Remain Homeless
- Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing
- Measure 3: Number of Homeless Persons
- Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects
- Measure 5: Number of Persons who Become Homeless for the First Time
- Measure 6: Homelessness Prevention and Housing Placement of Persons Defined by Category 3 of HUD's
- Homeless Definition in CoC Program-funded Projects Not Reported. (Not Reviewed)
- Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent

Housing

FEDERAL REPORTS: How to Prepare

Review Household Configuration in your programs

Q1. Report Validation Table	
Program Applicability: All Projects	
Total number of persons served	46
Number of adults (age 18 or over)	37
Number of children (under age 18)	8
Number of persons with unknown age	1
Number of leavers	8
Number of adult leavers	7
Number of adult and head of household leavers	7
Number of stayers	38
Number of adult stayers	30
Number of veterans	6
Number of chronically homeless persons	6
Number of youth under age 25	7
Number of parenting youth under age 25 with children	2
Number of adult heads of household	29
Number of child and unknown-age heads of household	3
Heads of households and adult stayers in the project 365 days or more	- 11

Use Table 1 in [HUDX-225]
HMIS Data Quality Report to review the number of HoH's

FEDERAL REPORTS: How to Prepare

Review Household Configuration in your programs

[GNRL-240] Program Households Served Report to review the number of Households in your program.

Always Awesome Program					
Total Clients Served:	32				
Total Households Served:	24				
Household Size	# Of Households	# Of Persons in HH			
1 person HH	18	18			
2 person HH	4	8			
3 person HH	2	6			
4 person HH	0	0			
5 person HH	0	0			
6 person HH	0	0			
7+ person HH	0	0			

FEDERAL REPORTS: HOW TO PREPARE

Review Household Configuration in your programs... and more!

Use [GNRL-106] Program Roster to review household configuration, enrollments, assessment, and exits.

Program Roster Report Help Center Agen Active within [08/10/2016 - 08/10/20													
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Assess- ments	Services	Assigned Staff			
Program: Pride Lands Er	mergency Shelter												
Lion, Mufasa	A06C25B35	12/12/1967	49	49	07/01/2017	07/01/2017	0	4	2	Z. Keeper			
Lion, Simba	44A784F3A	11/11/2014	2	2	07/05/2017	07/08/2017	3	0	6	Z. Keeper			
Lion, Scar	87DFAC939	09/08/1978	38	38	07/06/2017	07/06/2017	0	0	0	C. Moore			
Gardner, Brad	4245D6F55	01/01/2005	12	12	07/13/2017	07/13/2017	0	0	0	Z. Keeper			
Gardner, Chance	2D6271B75	05/23/1977	40	40	07/13/2017	07/19/2017	6	2	1	Z. Keeper			
Snow, Chrissy	42FFAAEDF	12/25/1950	66	66	07/13/2017	07/13/2017	0	0	0	Z. Keeper			
Program: SSVLionF													
Lioness, Nala	E7F69E95E	05/23/2016	1	1	07/14/2017	-	27	0	0	H. Center			
Program: The Cave													
Lion, Mufasa	A06C25B35	12/12/1967	49	49	07/11/2017	-	30	0	1	H. Center			
Program: Zazu's Food Pa	antry												
Baboon, Rafiki	82B3F1B77	03/09/2000	17	17	07/14/2017	07/14/2017	0	0	0	H. Center			
Lion, Mufasa	A06C25B35	12/12/1967	49	49	07/25/2017	07/26/2017	1	0	1	E. User			

Reminders

CLARITY HMIS & LOOKER OFFICE HOURS

Types Of Office Hours Offered

At this time we are offering two different types:

1. Looker Office Hours

- Ongoing support
- Space to ask general questions
- Receive assistance on questions you may have about a Looker related report or a report you want to create
- Other questions as they arise

2. Clarity (HMIS) Office Hours

- Ongoing support
- Assistance with running reports
- Ask questions related to data entry
- Or maybe a refresher on data entry
- Other questions as they arise

CLARITY HMIS & LOOKER OFFICE HOURS

Where Are Office Hours Held?

<u>Looker Office Hours</u> are conducted from the comfort of your own office! Each Office Hours session is hosted online by your Santa Clara County Clarity System Administration team. You can connect using your computer (recommended so that you can see demos and post questions) and/or dial in by phone using the following <u>Zoom (click here to access)</u>

When Every other Monday of the month beginning on 11/4, and continuing through on the following dates 11/18, 12/2 and 12/16 from 2:00pm-3:00pm

Clarity (HMIS) Office Hours will take place at OSH every other Thursday, beginning on 10/31, and continuing on the following dates 11/14, 11/28 (Thanksgiving Day-cancelled), 12/12 from 10:00am-1:00pm

OSH Address 3180 Newberry Drive, Suite 150 San Jose, CA 95118

You can connect using your computer (recommended so that you can see demos and post questions) and/or dial in by phone using the following **Zoom** (click here to access)

[SCC-104-AD]ROI COMPLIANCE REPORT

ROI Compliance Report (Date Range: 10/01/2019 and 11/01/2019)

Staff Name	Clier	Client Profile		Client Service		Client Program		Client Assessment		Client Notes		Client File		Client Location		Client Referral	
	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	# No	# Missing	
	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	128	
	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	2	
	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	43	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	
	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	7	0	0	0	0	3	1	0	0	0	0	0	0	3	1	

IMPORTANT DOCUMENTS/GUIDES

FAQ: SCC Client Consent & Clarity HMIS ROI



A Client Consent to Data Collection and Release of Information (ROI) must be completed for each client who consents to have their personally identifying information (PII) entered into the Santa Clara County Clarity HMIS System. Each client must have a hard copy of the ROI uploaded to Clarity.

Uploading the Form

Once the client has consented by reviewing and signing the paper version of the ROI the service provider should scan and upload the entire five (5) pages into Clarity. A PDF version of the ROI form for printing and signing can be found on the <u>Santa Clara County Clarity HMIS website</u> and the <u>Client Consent and Coordinated Assessment:</u>
<u>What Can I Enter Into HMIS</u> has instructions on what can be entered into Clarity HMIS depending on what a client does not sign off on the ROI.

The following document How To Create and Anonymous Client Profile also includes instructions on how to enter an anonymous client for those who do not consent, or for whom de-identified PII is required.

Obtaining and Documenting Consent

1. Am I required to obtain an ROI from a client?

Yes. When creating a client profile in Clarity HMIS, all providers are required to document whether a client consents to sharing identifying information in Clarity HMIS. For clients who consent, an ROI must be signed and all five (5) pages uploaded to Clarity HMIS. Not only does this ROI provide legal documentation of a client's consent, having identifying information in Clarity HMIS allows providers to more easily serve clients, better obtain a picture of services clients are receiving across the continuum, and assist in the documentation of chronic homelessness.

2. Is it okay to scan and upload the signature page only?

No. All five (5) pages of the ROI must be uploaded and there needs to be a date and client signature in order for the ROI to be valid.

3. Is it okay if an ROI does not have a client's printed name on it or the signature?

We can accept an ROI with a signature, but not a printed name, as long as it's clear who the participant is. We cannot accept an ROI that is not signed.

4. Is there a way to track verbal consent?

No. Consent must be documented through a signed ROI. The ROI can be signed by a Client Representative and relationship of representative should be noted.

5. How do I know whether my client has an ROI on file?

Locate the client's profile in the system and click on the Privacy Shield icon. Existing ROIs will be listed In the Release of Information section. If the section says, "There are no results to display," this means the client does not have an ROI on file.



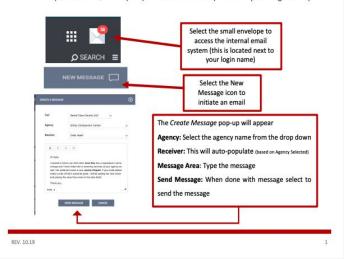


When a Client Requests a Name Change

There are many reasons a client may request a name change, they may dislike their current name, may be divorced or separated, maybe newly married, or maybe they are transgender and request a name change to reflect their gender. There are endless reasons, and should this come up, we want you to be able to reflect this change in HMIS in a way that will not impact an agency's ability to recognize the client, especially if they are receiving services at multiple agencies. This guide will provide a step by step process on what you should do in the event a client presents at your agency and wishes to change his/her name.

Steps to Updating A Name Change

- 1. Be sure to update and revise the ROI
- Check to see if the client is receiving services at other agencies by checking their Program History
 - If the client is receiving services at another agency, please make note of the Agency Name and send the Agency Notification Contact (will auto populate) an email using the internal HMIS mailing system
 - Notify them of client's name change-be sure to include the previous name and the updated name, this way they will be able to identify the client (see image below)

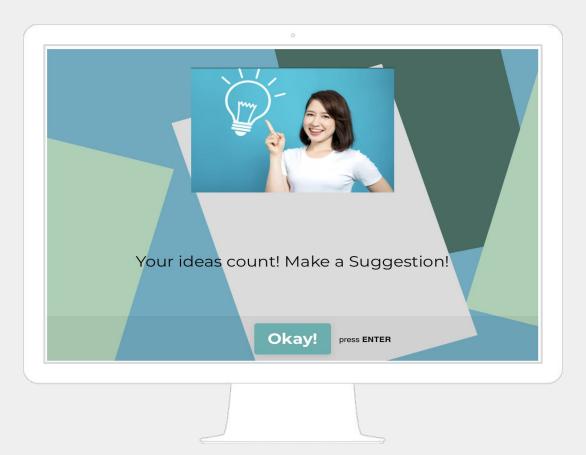


AGENCY LEAD: Gentle Reminder

- Please be sure to notify Bitfocus when an Agency Lead staff person changes or is no longer working at your agency
 - ✓ Contact: <u>sccsupport@bitfocus.com</u>
- If there is a new lead designation, please have them fill-in the <u>Partner Agency Administrator Agreement found here</u> and submit to Bitfocus
- If you have a designated person who is attending the Agency Leads, please let us know so that we can add them to the contact list

USING THE HELPDESK

- Reassignment of Caseload when Agency Staff leave
 - Contact: <u>sccsupport@bitfocus.com</u>
- Data Corrections
 - Merging of Duplicate clients
 - > Deletion of Enrollments | Services | Case Notes etc.
 - > De-identifying a client (anonymous client) entry



SCC Virtual Suggestion Box

Have ideas about an enhancement and/or addition to HMIS?
Want to volunteer you agency for an upcoming Agency Admin. Meeting?
Let us know! Drop it in the box!

<u>Virtual Suggestion Box</u>

Next Months Meeting

NEXT MONTHS MEETING

WHEN: Thursday, December 5th, 2019

TIME: 2:00pm - 3:30pm

LOCATION: 1555 Berger Dr, Bld #2 San

Jose, CA 95112 (Berger Auditorium)

CONTACT INFORMATION

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